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# Day-to-Day Banking

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Opening a Personal Deposit Account  
including a Low-Cost Account

Cashing a Federal Government  
Cheque at Scotiabank

Cheque Holding Policy



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## Opening A Personal Deposit Account

We make it easy to open a personal deposit account at Scotiabank. Simply visit any of our branches and speak to a branch representative to make arrangements to open an account, call 1-800-4scotia (1-800-472-6842) or open an account online at [www.scotiabank.com](http://www.scotiabank.com). We know that all of our customers have their own way of banking and their own unique set of banking needs. With our full range of banking services, we're sure you'll find the right combination of products and services to meet your needs.

### Some questions that you may have about opening a personal deposit account:

**1. *Do I need to make a minimum deposit?***

**NO.** A minimum deposit is not required to open a personal deposit account. However, you may find it convenient to set up direct deposit for government payments and/or your pay-cheque. Please speak with one of our staff if you have questions, or would like assistance setting up your direct deposit.

**2. *Do I need a permanent address to open a personal deposit account?***

**NO.** Having a permanent address is not a requirement to open a personal deposit account, but we are required by law to ask about your address. We may ask you for a supporting document such as a recent utility bill or tax bill that includes both your name and address to show that you live where you say you do.

**3. *Do I need to be employed to open a personal deposit account?***

**NO.** Being employed is not a requirement to open a personal deposit account, but we are required by law to ask about your occupation.

**4. *Can I open a personal deposit account if I've been bankrupt?***

**YES.** Your credit history is not a consideration when opening a personal deposit account, provided that it does not contain derogatory information that was the result of fraud or other illegal activity. However, if you request overdraft protection for your account, our normal credit policies and procedures will apply.

**5. *Does Scotiabank offer low-cost personal deposit accounts?***

**YES.** The Basic Banking Account represents our commitment to provide low-cost banking to Canadians and is available with no monthly account fees for seniors (age 60+) and RDSP Beneficiaries. Special Feature Plans (the Getting There Savings Program for Youth and the Student Banking Advantage Plan) are available with no monthly account fees for youths and students.

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For more information on account options and fees, visit [www.scotiabank.com](http://www.scotiabank.com) or your local branch.

All of Scotiabank's Chequing and Savings accounts are available for comparison in the Financial Consumer Agency of Canada (FCAC) Account Selector tool. The FCAC Account Selector allows customers to compare accounts from most Financial Institutions across Canada, and can be found at [www.fcac.gc.ca](http://www.fcac.gc.ca) in the Tools and Calculators section.

**6. Do I need photo ID to open a personal deposit account?**

**NO.** But photo ID is a good way to help us protect you and for us to get to know you better.

When you open your personal deposit account, you will be required to present to us identification or documents using one of the following methods:

- One piece of government-issued photo identification from the list of Acceptable Government-Issued Photo Identification; or
- Documents from two independent reliable sources from the list of Acceptable Dual Process Documents/Identification; or

If you are unable to present identification or documents following either of the methods above, you will be required to present to us:

- Two pieces of personal identification from among those set out in Part A or B of the Schedule of Acceptable Identification, at least one of which must be from Part A of the Schedule of Acceptable Identification; or
- One piece of identification from those listed in Part A of the Schedule of Acceptable Identification, if your identity is also confirmed by a client in good standing with Scotiabank or by an individual of good standing in the community where your branch is located.

For minors under the age of 12 years, we ask that a parent or legal guardian open the account for the minor and that the parent or legal guardian provide original acceptable government-issued photo identification or documents from two independent reliable sources to confirm his or her own identity. In addition, if in your capacity as legal guardian for a minor, you ask us to open an account for the minor, you must provide us with a certified copy of the legal document verifying your guardianship of the minor.

The identification or documents that you present to us must be original, valid and not substantially defaced. We reserve the right to contact the issuer of any identification document presented by you in order to verify that document.

We will record the particulars of any identification document that you present to us.

If the name shown on one of the documents presented by you differs from the name shown on any other documents presented by you, you are required to provide us with a certificate evidencing the change of name (or a certified copy of that certificate) or other document supporting the change.

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In addition to the identification/documents you are required to present to us, you must also disclose to us the following information, if it is not available on the pieces of identification that you present:

- your full name;
- your home address, if any;
- your date of birth, and;
- your occupation or type of business, if any.

In some instances, we may need to further investigate and verify the identification and/or information that you have provided prior to opening an account for you.

We can refuse your request to open a personal deposit account for certain legal reasons but, if we do, we'll inform you about this in writing.

## **Cashing Federal Government Cheques**

We cash federal government cheques up to \$1,500 for customers and non-customers for free, and you will have immediate access to the funds subject to the following conditions and to any other legally permissible ground that permits us to refuse to cash a federal government cheque:

- You present to us two pieces of identification from those set out in Part A or B of the Schedule of Acceptable Identification; or
- You present to us one piece of identification from Part A or B of the Schedule of Acceptable Identification if:
  - it bears your photograph and your signature, or
  - your identity is also confirmed by a client in good standing with Scotiabank or by an individual of good standing in the community where your branch is located.

The identification that you present to us must be original, valid and not substantially defaced. If the name shown on one of the pieces of identification presented by you differs from the name shown on any other piece of identification presented by you, you are required to provide us with a certificate evidencing the change of name (or a certified copy of that certificate) or other document supporting the change.

If we have legally permissible grounds to refuse to cash a federal government cheque for you, we can refuse your request to cash the cheque but, if we do, we'll inform you about this in writing.

## **Acceptable Government-Issued Photo Identification**

- A valid driver's license issued in Canada, as permitted to be used for identification purposes under provincial law; (Quebec legislation prevents us from asking for your driver's license, however, you may volunteer it.)
- A valid Canadian passport;

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- A Certification of Naturalization, in the form of a paper document or card. We do not accept Commemorative certificates;
  - A Canadian Citizenship card issued prior to 2012
  - A Permanent Resident Card;
  - A Citizenship and Immigration Canada Form IMM 1442 (Temporary Resident Permit, Work Permit, Study Permit or Visitor Record)
  - A provincial or territorial health insurance card containing a photo, if provincial or territorial law permits us to use it for identification purposes.

*Notes:*

- (1) *Health cards from Ontario, Manitoba, Nova Scotia, PEI and Yukon cannot be used for identification purposes, even if offered by the customer.*
- (2) *Health cards from British Columbia, and Quebec (which we cannot ask for, but can take, if offered), are acceptable as ID in any province or territory including Ontario, Manitoba, Nova Scotia, PEI and Yukon.*
- A secure certificate of Indian Status issued by the Government of Canada;
- Any one of the following identification cards bearing your photograph and signature, issued by a provincial or territorial authority with the exception of Quebec:
  - British Columbia Enhanced ID
  - British Columbia Services Card
  - Alberta Photo ID Card
  - Saskatchewan Non-Driver Photo ID
  - Nova Scotia Identification Card
  - Prince Edward Island Voluntary ID
  - New Brunswick Photo ID Card
  - Newfoundland and Labrador Photo ID Card
  - Northwest Territories General ID Card
  - Nunavut General ID Card
  - Manitoba Enhanced Identification Card
  - Ontario Photo Card
  - Yukon General ID Card
  - A DND 404 Driver's Licence
  - A Canadian Forces Card
  - A Firearms Possession and Acquisition Licence
  - A valid foreign passport
  - A valid driver's licence
  - A Nexus Card
  - A Canpass Card
  - A Global Entry Card
  - A National Identity Card

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- A U.S. Permanent Resident Card<sup>1</sup>
  - A U.S. driver's licence<sup>2</sup>

<sup>1 & 2</sup>Valid only for residents of the U.S.

## **Acceptable Dual Process Documents/ Identification**

### **Documents to verify name and date of birth**

- A Canada Pension Plan (CPP) statement of contributions
- An original birth certificate
- A marriage certificate or government-issued proof of marriage document (long-form which includes date of birth)
- Divorce documentation
- A Canadian Citizenship certificate
- A temporary driver's licence (non-photo)
- A Canadian insurance document (home, auto, life)

### **Documents to verify name and address**

- A Canada Pension Plan (CPP) statement
- A municipal property tax assessment
- A provincially-issued vehicle registration
- A federal, provincial, territorial or municipal benefits statement
- Any one of the following CRA documents:
  - A notice of assessment
  - A requirements to pay notice
  - An installment reminder/receipt
  - A GST refund letter
  - A benefits statements
- A Canadian utility bill
- A Canadian T4 statement
- A Canadian record of employment
- A Registered account statement (for example, RRSP, GIC) from a Canadian financial institution
- A travel visa

### **Documents to verify name and confirm a financial account**

- A credit card statement
- A bank statement
- A loan account statement
- An email or letter from a financial entity holding a deposit account, credit card or loan account

## **Schedule of Acceptable Identification**

This list is provided according to the "Access to Basic Banking Services Regulations" under the *Bank Act* (Canada)

### **PART A**

- A valid driver's license issued in Canada, as permitted to be used for identification purposes under provincial law;

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*(Quebec legislation prevents us from asking for your driver's license, however, you may volunteer it.)*

- A valid Canadian passport;
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document or card, but not a commemorative issue;
- A Permanent Resident card or Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292;
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial or territorial law;
- A Province or Territory issued identification card.

*Notes:*

- (1) Health cards from Ontario, Manitoba, Nova Scotia, and PEI cannot be used for identification purposes, even if offered by the customer.*
  - (2) Health cards from British Columbia, Alberta, Saskatchewan, New Brunswick, Newfoundland & Labrador, Quebec (which we cannot ask for, but can take, if offered), NWT, Yukon, Nunavut are acceptable as ID in any province or territory including Ontario, Manitoba, Nova Scotia and PEI.*
- A Certificate of Indian Status issued by the Government of Canada;
  - A document or card, bearing your photograph and signature, issued by any of the following authorities:
    - Insurance Corporation of British Columbia
    - Alberta Registries
    - Saskatchewan Government Insurance
    - Department of Service Nova Scotia and Municipal Relations
    - Department of Transportation and Public Works of the Province of Prince Edward Island
    - Service New Brunswick
    - Department of Government Services and Lands of the Province of Newfoundland and Labrador
    - Department of Transportation of the Northwest Territories
    - Department of Community Government and Transportation of the Territory of Nunavut
  - A Social Insurance Number (SIN) card issued by the Government of Canada;
  - An Old Age Security card issued by the Government of Canada;
  - A birth certificate issued in Canada.

## **PART B**

- A credit card, issued by a member of the Canadian Payments Association in your name, or bearing your name and bearing your signature;
- A Canadian National Institute for the Blind (CNIB) client card bearing your photograph and signature;
- An employee identity card, issued by an employer that is well known in the community, bearing your photograph;

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- A bank or automated banking machine or client card, issued by a member of the Canadian Payments Association in your name, or bearing your name, and bearing your signature (the card must be embossed with your name);
  - A valid foreign passport.

## **Scotiabank's Cheque Hold Policy and Access to Funds policy on cheques deposited to a personal deposit account**

When you deposit a cheque (including a negotiable item such as a certified cheque, bank draft or money order) into your personal deposit account through a Scotiabank branch or ABM, you may not always be able to access all of the funds right away. We may place a hold on funds to ensure that the financial institution on which the cheque is drawn will not return the cheque. A hold, however, provides no guarantee that a cheque will not be returned as invalid or otherwise after the hold period has expired. Ultimately, you are responsible to us for any cheque that you deposit that is returned to us, regardless of whether any hold period has expired.

If you deposit a cheque to your account which is encoded with magnetic ink character recognition and not damaged or mutilated, the maximum hold period that we will place on that cheque is as follows\*:

- Cheques drawn on a financial institution's branch located in Canada;
  - Canadian dollar cheques, maximum hold period of 4 business days after the day of deposit.
  - U.S. dollar cheques, maximum hold period of 9 business days after the day of deposit.
- Cheques drawn on a financial institution's branch located in the United States, maximum hold period of 19 business days after the day of deposit;
- Cheques drawn on a financial institution's branch located outside of Canada and the United States, maximum hold period of 29 business days after the day of deposit.

For these purposes, the term "business day" refers to regular weekdays only and excludes Saturdays, Sundays or statutory federal holidays.

We may extend the maximum hold period or refuse access to the first \$100 of the cheque in the following circumstances:

- (a) a deposit that the Bank has reasonable grounds to believe is being made for illegal or fraudulent purposes in relation to your account;
- (b) an account that has been open for less than 90 days;
- (c) a cheque or other instrument that has been endorsed more than once; or



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(d) a cheque or other instrument that is deposited at least six months after the date of the cheque.

The length of time you have dealt with the Scotiabank branch, the amount of funds already in your account, and the amount and characteristics of the cheque being deposited may all influence whether the funds will be held.

For immediate access to some proceeds of a deposited cheque (up to a pre-authorized limit), please contact your branch about our cash back feature, which can be set up on your ScotiaCard banking card.

*\*Please note that some cheques may be sent on "collection", meaning that the funds will be credited to your account only if and when the cheque clears the other financial institution and the funds have been received by Scotiabank.*

## How to Resolve Your Complaints

### Step One:

#### Talk to the people at your Branch or Service Centre

If the person you speak to at the branch/customer contact centre is not able to resolve your concern to your satisfaction, please speak directly to the management officer, who has the authority to resolve the majority of problems that arise.

### Step Two:

#### Contact the Office of the President

If the management officer has been unable to resolve your complaint satisfactorily, a representative of the President & CEO will be pleased to assist you.

- e-mail      mail.president@scotiabank.com
- Mail        The President, Scotiabank,  
44 King Street West  
Toronto, ON M5H 1H1
- Fax         1-877-700-0045 (in Toronto 416-933-1777)
- Telephone   English 1-877-700-0043 (in Toronto 416-933-1700)  
French 1-877-700-0044 (in Toronto 416-933-1780)

### Step Three:

#### Contact Scotiabank's Ombudsman

Scotiabank's Ombudsman, has been appointed to undertake an impartial review of all unresolved customer complaints. If you have gone through the first two steps and remain dissatisfied, submit your complaint to the Ombudsman in writing.

- e-mail      ombudsman@scotiabank.com
- Mail        Scotiabank Ombudsman  
44 King Street West  
Toronto, ON M5H 1H1
- Fax         1-866-787-7061

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## Still not satisfied?

You may contact an **External Complaints Body for banking complaints; ADR Chambers Banking Ombudsman (ADRBO)**

ADRBO has been appointed to undertake an impartial review of unresolved banking complaints.

If you are not satisfied with our Ombudsman's response, you can refer your complaint to the ADRBO. While we would expect to resolve your complaint within 90 days, if our best efforts have been unable to provide a resolution in that time, you may refer your complaint to the ADRBO.

- e-mail [contact@bankingombuds.ca](mailto:contact@bankingombuds.ca)
- Mail ADR Chambers Banking Ombudsman  
P.O. Box 1006  
31 Adelaide St. E.  
Toronto, Ontario M5C 2K4
- Telephone 1-800-941-3655
- Fax 1-877-803-5127

## Contact the Financial Consumer Agency of Canada (FCAC):

The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. For example, financial institutions must provide consumers with information about fees, interest rates and complaint-handling procedures. They must also provide proper notice of closing a branch and, subject to certain conditions, must cash a federal government cheque up to \$1,500 and open a deposit account when acceptable identification is presented. If you have a complaint about such a regulatory matter, you can contact the FCAC in writing at:

- Mail Financial Consumer Agency of Canada  
427 Laurier Avenue West, 6<sup>th</sup> Floor  
Ottawa, Ontario K1R 1B9
- Telephone 1-866-461-3222  
(French 1-866-461-2232)
- Fax 1-866-814-2224 / 613-941-1436
- Website [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

